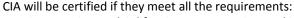
Timeline for Certified Insurance Agent (CIA) Process

8 business days 2 business days 5 business days 10 business days 15 business days 20 Business days 25 business days CIA will create an account in CoveredCA.com. Remember this is one login and URL. COVERED Remember PIN/username/password. Status is 'Pending' **CIA Process** CIA application approved to verify license status with CDI (2-3 business days) Completion at this point makes the CIA status of 'Eligible' (CIA is not yet certified) Administrators will take this data and upload users into LMS CIA receives email with Login information for Learning Management System (LMS) (3-5 business days after CIA application submission) CIA logs into the LMS. Remember this is another username/password CIA registers for Training Session (Instructor-led CIA enrolls/attends an Instructor Led Training ~8 hours. Once completed CIA is marked completed (2-3 business days) CIA then takes Computer Based Training exam ~2 hours (Passes with 80% or better). * CIA must complete both ILT/CBT prior to 90 days. Administrators will take this data and upload users into Payment Portal CIA is loaded into the Payment Portal. (1-2 business days) During this time an email is sent to the CIA with instructions on the final instructions regarding the submissions of the Agent Agreement & Exhibit A requirements and Payment Portal site remittance of \$58.25. (1-2 business days) CIA receives and submits via email with the Subject: License #, Agent First & Last Name to agents@covered.ca.gov their Agent Agreement, Exhibit "A", Errors & Omissions Declaration Page, Form Standard 204. Remember the CIA is the Agent not the Agency. CIA will be notified of their certification status provided there is no missing information or errors with their paperwork. (7-10 business days to receive the approval report) Once all of the above are completed the CIA status will be set to 'Certified' and is now public on Covered California website.







- 1. Create a Covered California account on CoveredCA.com
- 2. Complete ILT training and pass CBT CIA exam (80% or better)
- 3. Submit the Agent Agreement, Exhibit A, Standard 204, E&O and makes the \$58.25 Payment
- 4. CIA will become "Certified" and is now permitted to assist Employer/Employees/Individual and profile is public

